



**MEMORANDUM**

**TO:** RBWO PROVIDERS

**FROM:** Melloney Claiborne, CPS Screening Unit Manager  
Office of Safety Services

**DATE:** July 23, 2018

**RE:** CPS SCREENING REQUESTS

Dear Providers,

When you submit a request to the CPS Screening Unit email box, we have 10 business days (excluding Holidays) from the date the request was submitted to provide you with a response. Once all required documents (agency letterhead, CPS application for each household members that is 18 years or older) are received and reviewed, if we determine that the request will not be completed, you will receive an email notification no later than the 10th business day from the date the request was submitted indicating the exact reason why the request will not be completed. You will be required to respond back to the email that was sent informing you the request was not able to be completed. You should not send a new email, since we have more than one screener reviewing/completing requests; this will allow the screener to review why the initial request was not able to be completed. If you do not respond back to the email that was sent identifying the reason for the request not being completed, it could result in you providing duplicate information if a different screener is reviewing the submitted request. It will be imperative to follow the process to prevent duplicate work for your agency as well as the CPS Screening Unit.

All requests submitted will receive email notification with one of the following responses listed below on or before the 10<sup>th</sup> business day from the date that the request was received. The email response will be sent to the individual(s) who are listed on the initial email when it is received by the unit in the CPS email box. I would recommend having more than one person listed on the initial email to ensure any correspondence sent by the CPS Screening Unit is received by more than one agency representative. This will be helpful if you experience a transition in staff, or staff that may be on leave.

- A hold letter due to CPS history being discovered. You will receive the scheduled due date the review will be completed. You should check on the status of the review if the letter is not uploaded by 11:59 p.m. on the due date that was included in the email with the hold letter.
- An email indicating the results were uploaded to GA+SCORE.
- An email informing you that the request will not be completed with the reason(s) identified. If your request is kicked back, the unit will provide an updated correspondence on or before the 10th business day from the date the reply email is received regarding why the request was kicked back.

If you do not receive a correspondence by the 10<sup>th</sup> business day from the date the request was submitted, I would recommend that you check your spam/junk folders for any correspondence sent from the unit. If no correspondence was located, you should email the CPS email box on the 11<sup>th</sup> business day to request a status of the request. If the email is received on or after the 15<sup>th</sup> business day from the date the request was initially submitted, you will be notified that the email will serve as a resubmission of the request. You will not be required to re-submit any documents; the request will be logged for the date that we receive the email from your agency checking on the status.

If you are submitting requests for more than one family, you will be required to send a separate email for each family. This will allow the unit to respond to each request individually that is submitted, since all requests listed in the email may not be completed. Due to the high volume of requests that the unit receives daily, a strict process was developed to ensure that we can thoroughly complete each submitted request accurately and within the specified timeframes outlined for the unit.

We appreciate your understanding and cooperation regarding the needed changes for the CPS screening request process. If you have any questions, or need clarification regarding the information outlined in this memo, you may contact Melloney Claiborne.